



TRICARE Service Centers Your First & Last Stop

TEO FS-12

"Your Passport to Quality Health"

Fact Sheet

Your supporting TRICARE Service Center can help you find the answers you need for all your TRICARE-related questions and problems. Here is a breakdown of who and what you will find at your local TSC.

What is a TSC?

TRICARE Service Centers (TSCs) help ease some of the uncertainty you might encounter when seeking medical care in Europe. Your TSC is an important resource whether you need medical care in a military treatment facility (MTF) or from local host nation providers in your surrounding community. TSC staff members can also answer your questions. What else can you do at your TSC?

- Find out about your TRICARE Europe options
- Transfer enrollments from your last assignment
- Get assistance with health benefits and claims
- Resolve a TRICARE problem or file a complaint

These are just a few examples of how your local TSC staff can help you. There is a TSC located at each major military hospital or clinic around Europe (see listing on next page).

Beneficiary Counselor and Assistance Coordinators

Your Beneficiary Counselor and Assistance Coordinator, or BCAC (pronounced Bee-Cack), is available at your local TSC to help you.

Congress mandated the creation of the BCAC program just a few years ago to improve customer service

and satisfaction and enhance beneficiary education. BCACS act as a preventative mechanism for troubleshooting TRICARE and Military Health System issues and concerns. When you need help solving a TRICARE-related problem, start with your BCAC.

Medical Service Coordinators

The Medical Service Coordinators, or MSCs, at your local TSC provide a wide variety of services. MSCs are responsible for enrolling and disenrolling active duty family members in TRICARE Prime, and retirees in TRICARE Plus if this program is locally available.

MSCs will also assign your Primary Care Manager (PCM) and handle all requests for PCM changes. MSCs can also help you understand referral procedures and assist with the overall referral process.

Debt Collection Assistance Officer

Your Debt Collection Assistance Officer (DCAO) can help you understand and get assistance with debt collection problems. If you receive a notice from a collection agency or a negative credit report because of a medical or dental bill, you should call or visit the nearest DCAO. Usually this person will be at your local TSC.

If you do need help in this area, be sure to bring or submit all documentation associated with a collection action or adverse credit rating to the DCAO. This includes debt collection letters, TRICARE explanation of benefits (EOBs), and medical/dental bills from providers. The more information you can provide, the faster it will be to determine the cause of the problem.



The DCAO will research your claim with the appropriate claims processor or other agency points of contact and provide you with a written resolution to your collection problem. The collection agency will be notified by the DCAO that action is being taken to resolve the issue.

The DCAO cannot provide you with legal advice or fix your credit rating, but can help you through the debt collection process by providing you with documentation for your use with the collection or credit reporting agency in explaining the circumstances relating to the debt.

Patient Liaisons

Patient Liaison teams vary from TSC to TSC depending on the needs of the communities they support. In general, patient liaisons provide translation services for beneficiaries hospitalized in host-nation facilities that use the local host nation network of health care providers. Members are always on-call, so you can

get help whatever time of day.

If you don't speak the local language and need to see a host nation provider, the Patient Liaison team's bilingual staff members can help. Patient liaisons work closely with you and the hospital staff to ensure you understand everything about the health care provided during your visit to a civilian provider or hospitalization in a host nation facility.

Every TSC is a little Different

You may notice that your local TSC seems a little different from what we've described here. That's because we try to tailor each of our TSCs to meet the specific needs of beneficiaries at each of our 52 locations around Europe.

Call or visit the TRICARE Service Center closest for assistance. Your TSC staff is there for one reason: to help you!

TRICARE Service Centers in Europe

TRICARE Europe Office, Sembach Airbase, Germany — Commercial: (country code 49) 06302-67-6312/6314 or DSN: 496-6312/6314

GERMANY

(Country Code 49)		
Babenhausen USA Clinic	06073-38-574/313	348-3574/3313
Bad Aibling USA Clinic	08061-80-3851	441-3851
Bamberg USA Clinic	0951-300-7420/7897	469-7420/7897
Baumholder USA Clinic	06783-6-6570/6205	485-6570/6205
Bitburg-Spangdahlem USAF Hospital	06561-69-3100/3110	453-3100/3110
Büdingen USA Clinic	06042-80-820/789	321-4820/4789
Butzbach USA Clinic	06033-9821-45/48	345-4045/48
Darmstadt USA Clinic	06151-69-7380/6791	348-7379/6791
Dexheim USA Clinic	06133-69956	334-5956
Friedberg USA Clinic	06031-81-3112/3652	324-3112/3652
Geilenkirchen USAF Clinic	02451-99-3400/3401/3402	None
Giebelstadt USA Clinic	09334-8-7411/7610	352-7610/7411
Grafenwöhr USA Clinic	09641-83-7424/8307	475-7424/8307
Hanau USA Clinic	06181-500-6608/6610	328-6608/6610
Heidelberg USA Hospital	06221-17-2362/2363	371-2362/2363
Hohenfels USA Clinic	09472-83-4528/4538	466-4528/4538
Illesheim USA Clinic	09841-83-512/588	467-4512/4588
Kaiserslautern USA Clinic	0631-411-6358/6359	483-6358/6359
Katterbach USA Clinic	09802-83-2619	467-2619
Kitzingen USA Clinic	09321-305-415	355-8415
Landstuhl RMC	06371-86-6374/8234	486-6374/8234
Mannheim USA Clinic	0621-730-4708	380-4708
Ramstein USAF Clinic	06371-46-2616/2557	479-2616/2557
Rhein-Main USAF Clinic	069-69719-265	330-4265
Schweinfurt USA Clinic	09721-96-6638	354-6638
Stuttgart USA Clinic	0711-680-8625/8638	430-8625/8638
Vilseck USA Clinic	09662-83-2026/2000	476-2026/2000
Wiesbaden USA Clinic	0611-705-5248/7316	337-5248/7316
Würzburg USA Hospital	0931-804-3372/3873	350-3372/3873

TRICARE Europe - 06302-67-7433 496-7433
Central TRICARE from CONUS 1-888-777-8343
Service Center (CTSC)

BAHRAIN

Bahrain Clinic (Country Code 973) 973-724-323/4862 318-439-4323/4862

BELGIUM

Brussels Nato Clinic (Country Code 32) 02-717-9503 423-5974/5853
SHAPE (Mons) Clinic 06-544-5837/5853 365-9503
423-5974/5853

GREECE

Souda Bay USN Clinic (Country Code 30) 0821-66-200-1580/1590 266-1580/1590

ICELAND

Keflavik USN Hospital (Country Code 354) 425-3256/3229 228-3256/3229

ITALY

Aviano USAF Clinic (Country Code 39) 0434-66-5133/5406 632-5133/5405
Camp Darby USA Clinic 050-54-7883 633-7883
Gaeta USN Clinic 030-903-3068 632-7709/7710
La Maddalena USN Clinic 0789-798-275/276 623-8275/8276
Naples USN Hospital 081-724-3671/3677 625-3671/3677
Sigonella USN Hospital 095-56-4848/4877 624-4848/4877
Vicenza USA Clinic 0444-51-8304/7294 634-8304/7294

NORWAY

Stavanger Clinic (Country Code 47) 47-5195-0563/0564 224-0563/0564

PORTUGAL

Lajes USAF Clinic (Country Code 34) 295-57-2262 312-535-2262

SPAIN

Rota USN Hospital (Country Code 34) 956-82-3556/3552 727-3556/3552

TURKEY

Incirlık USAF Hospital (Country Code 90) 0322-316-6628/8670 676-6628/8670

UNITED KINGDOM

Croughton USAF Clinic (Country Code 44) 01280-70-8721 236-8721
London USN Clinic 01895-61-6393/6328 235-6338/6324
Menwith Hill USAF Clinic 01638-52-8688/8719 226-8688/8719
St Mawgan USN Clinic 01637-87-6111 234-3568
Upwood USAF Clinic 01480-844-561/4502 268-4561/4502